**Job Profile comprising Job Description and Person**

**Specification**

**Job Description**

**Job Title**: Payroll Team Leader **Grade:** PO2

**Section:** Payroll **Directorate:** Resources

**Responsible to Following Manager: Responsible for Following Staff**

Payroll Manager 4 Payroll Coordinators

**Post Number/s: Last Review Date: 22/07/2022**

**Working for the Richmond and Wandsworth Shared Staffing Arrangement**

**This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.**

**Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.**

**The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.**

**Job Purpose**

**To assist the Payroll Manager in delivering effective payroll services for the areas of the councils’ payrolls, as well as assisting with other section workloads and deadlines when required.**

**Main Responsibilities**

* **To administer, run, process and finalise allocated payrolls using the Council’s HR / Payroll system (iTrent) and Business Objects.**
* **To liaise closely with the Payroll Coordinators to maintain an overall view of the section’s workloads, to ensure all section deadlines are met.**
* **Availability to, on occasion, work outside the normal working hours of 9 to 5, to ensure that deadlines are met.**
* **To maintain a high level of payroll system knowledge to enable the taking of full responsibility for running specified payrolls from start to finish.**
* **To liaise with clients and stakeholders in setting deadlines for documentation receipt.**
* **To liaise with HR Transactions and Payroll Payments Teams regarding timetables for input, processing and completion of specific payrolls.**
* **To assist Payroll Coordinators by monitoring their workloads to ensure that all work is completed to meet payroll deadlines, employing best use of available resources for absence cover, vacancies and periodic work peaks that occur at certain times in the year.**
* **To monitor the performance of Payroll Coordinators to identify training needs. Liaising with Payroll Manager to facilitate identified trainings requirements.**
* **To support the Payroll Manager by monitoring progress against targets. Identifying problems at an early stage and escalating to Payroll Manager.**
* **To ensure that all payroll deadlines and service targets are met by the team.**
* **To ensure that Councils / departmental standards are adhered to, that payroll records are maintained, security of information is safeguarded and that payments are correct and correctly authorized.**
* **To ensure compliance with specified procedures, reviewing procedures and internal checks within the payroll teams.**
* **To ensure that Process Manuals are up to date.**
* **To communicate with Payroll Manager and team members to ensure a smooth flow of guidance, changes and key information.**
* **To ensure all queries addressed to the team are monitored and resolved quickly.**
* **To handle complex queries e.g. HMRC, National Statistics, DWP and solicitors, Phased return calculations etc.**
* **To maintain an in-depth knowledge of the iTrent payroll system to optimize payroll processes, informing the Payroll Manager of any wider system problems.**
* **To have the ability to undertake duties of a Payroll Coordinator and / or Payroll Team Leader. This will include input and checking of data when required.**
* **To ensure that payroll logs are completed to assist in budgeting for payrolls.**
* **To monitor performance of team, conduct 1 to 1 meetings and appraisals.**
* **To provide assistance and training with Statutory Pay, interpretation of tax and other payroll operational and statutory regulations.**

**Generic Duties and Responsibilities**

* **To contribute to the continuous improvement of the services of the Boroughs of Richmond and Wandsworth.**
* **To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.**
* **To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.**
* **To promote equality, diversity and inclusion. Maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity, and their identity and culture valued and respected.**
* **To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults.**

**Person Specification**

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Payroll Manager4 Payroll Coordinators

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**Our Values and Behaviours**

**The values and behaviours we seek from our staff draw on the high standards of the two boroughs. Most prized of these values and behaviours are:**

* **Taking responsibility and being accountable for achieving the best possible outcomes.**
* **A ‘can do’ attitude at work.**
* **Continuously seeking better value for money and improved outcomes at a lower cost.**
* **Focusing on customers and service users, ensuring they receive the highest standards of service provision.**
* **Taking a team approach that values collaboration and partnership working.**

**Person Specification Requirements Assessed by**

**A & I / T / C**

**(see below for explanation)**

**Knowledge**

1. **Solid knowledge of PAYE, National Insurance, A & I**

**Statutory Sick Pay, RTI and all legislative**

**requirements.**

1. **Understanding and experience of A & I**

**operating numerous different staff terms**

**and conditions and schemes.**

**Experience**

1. **Supervising and working on a team involved in A & I**

**payroll production for multiple large payrolls with**

**different pay dates, ensuring that team deadlines**

**are met.**

1. **Strong People Management experience and skills A & I**

**with the ability to motivate and lead other.**

1. **Ability to deliver a professional, highly efficient and A & I**

**customer focused service to clients, balanced**

**against the need to maintain good financial**

**practice.**

1. **Ability to work under pressure and A & I**

**flexibility in response to varying workloads and**

**service needs.**

1. **Experience in ensuring accuracy and timeliness of A & I**

**all inputs for the team, whilst maintaining strict**

**security and financial controls.**

**Skills**

1. **Knowledge of report writing software for payroll A & I**

**database interrogation, Microsoft Excel Intermediate**

**level.**

1. **Excellent written and verbal communication skills. A & I**
2. **Ability to build and maintain good working A & I**

**relationships with clients and team members.**

1. **IT literate with good keyboard skills, as well as A & I**

**experience in using iTrent.**

**A & I**

**Qualifications**

1. **A minimum of 5 GCSEs grade A – C (including A & C**

**English Language and Mathematics).**

1. **Chartered Institute of Payroll Professionals**

**Foundation Degree in Payroll Management qualification is**

**preferred. A & C**

1. **Proven Payroll management / supervisory skills.**

**A - Application form**

**I - Interview**

**T - Test**

**C - Certificate**